

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

December 2015

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC6342, IER6342	ACN Communications Services, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	21
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Cramming	7
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	16
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	7
		Billing	Payment Arrangements	1
		Billing	Payment Error	1
		Billing	Slamming	3
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	21
		Lifeline	LLB Approved for Discount	11
		Lifeline	LLB Discount Switched to Other Carrier	4
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	1
		Service	Call Quality	7
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	8
		Service	Refusal To Serve	1
			Total ICs	142
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Policy and Practice	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			Total ICs	4

Utility Code	Utility Name	Category	Subcategory	Count

Utility Code	Utility Name	Category	Subcategory	Count
IEC5800	AT&T Long Distance	Billing	Cramming	1
		Billing	Other Charges	1
			Total ICs	2
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	8
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	2
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Abusive Marketing	6
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
	Total ICs	25		
CER4433	Bandwidth.com, Inc.	Billing	Slamming	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	2
CLC7118	Birch Communications	Billing	Early Termination Fee - ETF	3
		Billing	Slamming	4
			Total ICs	7
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	4
		Lifeline	LLB Federal Program/Equipment	17
			Total ICs	22
CLC5698, IEC5698	Comcast Digital Phone	Billing	Early Termination Fee - ETF	1
		Lifeline	LLB Application Request	1
		Policy and Practice	White Page Listings-Telephone Directory	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
			Total ICs	6
CLC1015, LEC1015	Consolidated Communications	Lifeline	LLB Application Request	1
		Service	Outage	1
			Total ICs	2
CER4328	Consumer Cellular, Inc.	Service	Disconnection Non Payment	1
			Total ICs	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Lifeline	LLB Application Request	2
			Total ICs	4
CER4460	Cricket Wireless, LLC	Billing	Bill Adjustment	1
			Total ICs	1
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	Billing	High Bill	1
			Total ICs	1
CER4381	Greatcall, Inc.	Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
			Total ICs	2
CER4372	I-Wireless, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	3
			Total ICs	4
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	5
			Total ICs	5
IER7048	Long Distance Access, Inc.	Billing	Bill Adjustment	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3079	MetroPCS	Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	1
			Total ICs	2
CLR7205	Net Talk.com, Inc.	Billing	Other Charges	1
			Total ICs	1
CLC5502, IEC5002, CLR5002	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CER4387	ReachOut Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	1
			Total ICs	2
CER4447	Red Pocket, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	21
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Disconnection Non Payment	2
	Total ICs	45		
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	6
			Total ICs	6
CER4411	Tag Mobile, LLC	Lifeline	LLB Dis Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	3
			Total ICs	4
IER6725	Teledias Communications, Inc.	Billing	Slamming	1
			Total ICs	1
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	3
		Service	Call Quality	1
			Total ICs	5
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	3
		Service	Call Quality	1
			Total ICs	5
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Policy and Practices	Abusive Marketing	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
			Total ICs	9

Utility Code	Utility Name	Category	Subcategory	Count
CER4360	Total Call Mobile, LLC	Lifeline	LLB Federal Program/Equipment	4
			Total ICs	4
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Bill Adjustment	2
		Policy and Practices	Abusive Marketing	1
			Total ICs	3
CLC5807	Utility Telephone	Billing	Cramming	1
		Billing	Out of Service Credit - OOS	1
			Total ICs	2
CLC5253, IEC5253	Verizon Access Transmission Services	Lifeline	LLB Application Request	2
			Total ICs	2
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	5
		Billing	Bill Not Received	1
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Other Charges	6
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnected In Error	1
		Service	Outage	2
	Total ICs	31		
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	15
		Billing	Cramming	1
		Billing	Disputed Customer of Record	3
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	8
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	4
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnected In Error	1
			Total ICs	39
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Federal Program/Equipment	2
			Total ICs	2
DVS1135	Vonage America, Inc.	Billing	Bill Adjustment	1
		Service	Outage	1
			Total ICs	2
CLR7214	Windstream Nuvox, Inc.	Service	Outage	1
			Total ICs	1
CLC6989	Ymax Communications	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
Total ICs Sent ¹				403

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.